



# Women's Wellness Connection

## Prevention Services Division

### **Lost to Follow-up/Refused Service Policy** **Effective July 12, 2010** **Updated July 1, 2013**

#### **I. Background**

Funding received from the Centers for Disease Control and Prevention's (CDC) National Breast and Cervical Cancer Early Detection Program (NBCCEDP) is contingent upon the Women's Wellness Connection (WWC) meeting or exceeding several quality assurance parameters. Therefore, the following timelines are required for all WWC clients with abnormal screening results:

1. 90% or more of WWC clients with an abnormal finding achieve a definitive diagnosis.
2. 75% or more of WWC clients with an abnormal finding achieve a definitive diagnosis within 60 days or less.

#### **II. Policy**

##### **Tracking and Documentation**

A WWC client contact and tracking system must be in place to notify clients of abnormal results. Contacts should be clearly documented in the client's medical record and should include what type of follow-up is needed, the recommended timeframe for follow-up, and the clinical implications if the follow-up does not occur. Contact should continue until one of the following occurs and is documented in the medical record:

1. Recommended follow-up evaluation has been completed and the client has been referred for treatment (if indicated).
2. Three documented attempts in contacting the client have been made. If the client has a valid address, one of these attempts must be in writing and sent as a certified letter.
3. An informed refusal is documented in the client's medical record.

##### **Lost to Follow-Up**

1. A client can be considered lost to follow-up when at least three contact attempts have been made and documented in the client's medical record.

2. This documentation should include the type of contact attempted, the date, and the outcome.
3. If the client has a valid address, at least one of the contact attempts should be a certified letter with a return receipt. A copy of the certified letter sent and the return receipt should be kept in the client's medical record.

#### Refused Service

1. A client is considered to have refused service when one of the following has been carefully documented in the client's medical record:
  - a. She has verbally refused the follow-up care recommended.
  - b. She has refused in writing the follow-up care recommended.
2. Documentation of the informed refusal should be kept in the client's medical record. Documentation should include what is being refused and that the client has been informed of the risks involved if recommended follow-up is not completed.